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May 20, 2005

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd Floor
Boston, MA 02110

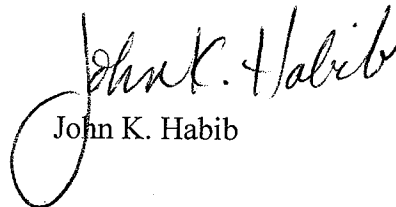
Re: NSTAR Gas Company, D.T.E. 05-23

Dear Secretary Cottrell:

Enclosed for filing in the above-referenced matter are the responses to the Information Requests set forth on the accompanying list. Please contact me or Cheryl Kimball if you have any questions regarding the filing.

Thank you for your attention to this matter.

Very truly yours,


John K. Habib

cc: Jody Stiefel, Hearing Officer
Joseph Rogers, Assistant Attorney General
Susan McSherry
Henry LaMontagne
David Myers
John O'Brien

INFORMATION REQUESTS

DTE-1-1

DTE-1-2

Information Request DTE-1-1

Please provide the Staffing Levels of the NSTAR Gas employees only, for the past ten years. If ten years of data is not available, please explain.

Response

As noted in the Company's 2004 ASQR and in previous service quality reports, the Company has not categorized or assigned employees to positions on the basis of pre-merger operating company designations since the merger of the Company in 2000. Accordingly, the Company does not have information available regarding staffing levels relating solely and exclusively to the Company since the year 2000.

Information Request DTE-1-2

Please explain why the ten year historical data is not available for the following SQ penalty measures and reporting requirements: Telephone Emergency Answering, Non-Emergency Answering, Service Appointments Kept, Meter reads, Response to Odor Calls, Staffing Levels, Property Damage > \$5k.

Response

Telephone Emergency Answering & Non-Emergency Answering:

NSTAR Gas Company (the "Company") had not maintained data regarding its call answering performance prior to 1997. Accordingly, the Company has reported its historical data for this performance measure in its 2004 Annual Service Quality Report ("ASQR") from 1997 through 2003.

Service Appointments Kept:

The Company did not keep track of Service Appointments Kept prior to the year 2000. In 2000, the Company instituted a system to compile this statistic. Accordingly, the Company has reported its historical data for this performance measure in its 2003 ASQR from 2000 through 2004.

Meter Reads:

The Company has not maintained data regarding its meter reading performance prior to 1997. Accordingly, the Company has reported its historical data for this performance measure in its 2004 ASQR from 1997 through 2004.

Response to Odor Calls:

The Company began tracking its Response to Odor Calls in 1998 in response to an informal request by the Department of Telecommunications and Energy. Accordingly, the Company has reported its historical data for this performance measure in its 2004 ASQR from 1998 through 2004.

Staffing Levels:

Please see the Company's response to information request DTE-1-1.

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Person Responsible: Susan McSherry
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Property Damage. \$5k:

The Company did not compile statistics on Property Damage prior to the Department's order in D.T.E. 99-84 (June 29, 2001). Therefore, as noted in the Company's 2001 ASQR, the Company began tracking and measuring this performance metric on January 1, 2002. As a result, no additional data is available.